


HEROES SERVING HEROES

A graphic of a red eagle with its wings spread, facing right. It has a white head and beak. Three blue stars are positioned above the eagle's head.

**Year in Review
2012**



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Martinsburg VA Medical Center
510 Butler Avenue
Martinsburg, WV 25405

Medical Center Director
Ann R. Brown, FACHE

**Public Affairs Officer and
Managing Editor**
Mike McAleer

Editor
Sarah M Tolstyka

Staff Writers
Jason Dominguez
Sarah M Tolstyka
Lauren Winebrenner

Prepress Specialist
Mark Kretzer



SUBMISSIONS

Heroes Serving Heroes, the Martinsburg VA Medical Center's quarterly newsmagazine, wants to hear from you! Submit your ideas for stories to MWV-PublicAffairs@va.gov with subject line reading Magazine Submission.

ON THE COVER

Martinsburg VA Medical Center water tower. Picture taken by VA/Sarah M. Tolstyka

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LETTER FROM THE DIRECTOR



**ANN R. BROWN, FACHE
MEDICAL CENTER DIRECTOR**



Ms. Brown riding in the 2012 God Bless America Ride.

It has been my honor and privilege to serve with all of you throughout the year. As I look back at 2012, I see a facility that has come together, to not only help and support our Veterans, but our community as well.

Throughout the year we have achieved our day-to-day mission of providing Veterans with timely, professional and compassionate care, the core of what we do here at the Martinsburg VA Medical Center.

We have many new projects that will be completed in the upcoming months. The newly renovated Community Living Center will be opening with individual patient rooms to include a private bathroom.

The Martinsburg VA Medical Center is expanding its services in Harrisonburg, Va. with the opening of a new contracted community based outpatient clinic in the spring of 2013.

I am confident 2013 will hold many new opportunities and challenges for us to learn and grow as a facility. I am proud to be a part of the Martinsburg VA Medical Center team and thank all of you for your continued support.

Ann R. Brown, FACHE
Medical Center Director



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WINTER/SPRING • 2013

HeroesHaven Homeless Veteran Stand Down

By Sarah M Tolstyka

In November the Martinsburg VA Medical Center (VAMC) hosted its fifth annual HeroesHaven Homeless Veteran Stand Down. The stand down provided a myriad of VA and community services to homeless Veterans.

Veterans attending the event received medical and psychological assessments as well as information about HUD/VA Supported Housing (VASH), employment opportunities, Veterans benefits, legal aid, West Virginia DMV and Veteran Service Organizations. "At the Martinsburg VAMC, we are working hard to reduce the number of homeless Veterans," said Acting Chief of Mental Health Michelle R. Cooke. "We are especially pleased to have our community partners join us on this day to help our Veterans."

The Martinsburg VAMC offers a 66-bed Domiciliary Care Homeless Veteran Program, an eight bed Compensated Work Therapy Transitional Residences and participates in



the HUD/VASH initiative. "Last year, we were successful in assisting 55 Veterans and their families find permanent housing," said Medical Center

Director Ann Brown. "This is something we cannot solve overnight, but we will continue to work hard to end homelessness among our Veterans."

On any given night, there are an estimated 100,000 Veterans on the streets, according to the Department of Veterans Affairs. Secretary of the Department of Veterans Affairs Eric Shinseki said. "Those who have served this nation as Veterans should



never find themselves on the streets, living without care and without hope." The Secretary has set a goal, to end Veteran homelessness by 2015. The HeroHaven Homeless Veteran Stand Down is a central program aimed to eliminate Veteran homelessness.

The day of the event, the medical center's shuttle service visited a number of homeless shelters and missions within West Virginia, Maryland, Virginia, and Washington D.C. to transport homeless Veterans to the Martinsburg VAMC. After registration, Veterans were provided a continental breakfast before beginning the day's itinerary meeting with VA and community partners. Veterans received new winter clothing, shoes and duffle bags

before sitting down for lunch, where they were entertained with live music provided by JNT band.

The Shenandoah Valley Young Marines participated in the event by greeting Veterans as they came into the facility and helped serve lunch to all who attended the Stand Down. "I love helping and hearing the stories of the Veterans," said Young Marine Joshua Smith. "They are awesome people; I love them." Veteran Jimmy Stevens, who came in on one of the vans, served in the U.S Army for over four years. "This is wonderful; I come in and everyone is so friendly and eager to help me," he said. "To know they are here when we come back is great."

The Martinsburg VAMC provided clothing and medical assistance to over 60 Veterans during the stand down. Twelve Veterans were admitted to the domiciliary where they will be enrolled in one of the four programs that are offered. "When you take the time to meet the needs of our Veterans, and see the smiles on their faces, you know you're doing a good job." said Brown.

For more information, visit the VA Homeless Veterans website at www.va.gov/homeless.



2012 Year in Pictures



Pictured events listed clockwise:

- New medical center sign
- Inpatient arts and crafts
- Arbor Day
- H.O.P.E Center flower garden
- God Bless America Ride
- Easter parade
- Patient vegetable garden
- Mardi Gras Celebration
- Face of America Riders



Martinsburg VA Medical Center recognized for environmental work

The Martinsburg VA Medical Center (VAMC) was recognized by The Department of Veterans Affairs (VA) Green Management Program with the 2012 Sustainability Achievement Award for developing a campus-wide storm water management system including a wetland ecosystem that doubles as the Veterans Nature Viewing Area/Trails. This is the third year in a row that the Martinsburg VAMC has been recognized with a sustainability award. "Being environmentally responsible is ingrained in every project we do on the Martinsburg



Campus," said Jeff Miller, chief of facilities management. "It is good for the environment and makes perfect business sense."

The Storm Water Management Plan is designed to reduce the discharge of surface pollutants as required in the Clean Water Act, and includes bio-retention cells, rain gardens, pervious pavements,

rain water collection cisterns, green roofs, tree planting and urban forestry, and turf that reduces the use of fertilizer's and maximizes filtration. "The medical center has partnered with the West Virginia Department of Forestry and other local organizations to host planting workshops, improve vegetation selection, and care for injured wildlife," Miller said. "The results are that more than 20 million gallons of storm water have been kept from the Opequon Creek watershed which has significantly reduced occurrences of local flash flooding."



Martinsburg VA Medical Center 2012 Sustainability Award for renovating the campus storm water control system to develop a wetland ecosystem that doubles as the Veterans Nature Viewing Area/Trails.

The VA's Sustainability Achievement Awards recognize innovative, cost-effective efforts at facilities around the country to improve sustainability performance in several categories, including energy efficiency, green purchasing, environmental management systems, sustainable design, electronic stewardship, alternative fuel/fuel conservation in transportation, water conservation, waste minimization/pollution prevention, recycling and renewable energy.

MOVE!

Is one of your New Year's resolutions to lose weight? Our MOVE! program is for Veterans interested in losing weight, keeping it off, and improving their health through better food choices and exercise. Once you have joined, take a walk on our improved nature viewing area and trails.

Classes meet Tuesdays from 9 to 10 a.m. and Wednesdays from 1 to 2 p.m. in room 2B-150. The MOVE program is available at the Stephen City, Va., Hagerstown Md., and Fort Detrick, Md. CBOC's as well. Veterans may also attend via video conferencing at the Cumberland, Md. community-based outpatient clinic. For more information about the VA's MOVE! program, visit www.move.va.gov. For questions, contact Karen Sassaman, at 304-263-0811, ext. 3691.

Veterans Day

Every Nov. 11, people and businesses throughout the nation pay tribute to Veterans of the armed forces. This year, the Martinsburg VA Medical Center hosted a Veterans Day event to honor all Veterans and to commemorate the 60th anniversary of the Korean War. More than 100 people attended the event, which included Veterans and their families, medical center staff and community members. Students from Western Heights Middle School Symphonic Band and a quartet, The Blenders, performed patriotic musical pieces while the crowd cheered and waved flags. Medical Center Director Ann R. Brown spoke at the ceremony and thanked all the Veterans who attended. "Each and every one of the Veterans who attended today has served and defended our nation," she said. "With the anniversary of the Korean War, we wanted to take a moment to acknowledge those Veterans."

"When the Symphonic Band played the song from each branch of the armed forces, and Veterans stood up and saluted; it was very emotional," said Bob Manness, customer service chief. "The medical center staff believes that every day is Veterans Day, and it was also great that the community participated and showed their support."



Marine Corps Silent Drill Platoon

The Martinsburg VA Medical Center Veterans and their families had the opportunity to attend a performance by the Marines Corps Silent Drill Platoon during July 4 "Operation BBQ."



Fresh Ideas

The Medical Center's Nutrition and Food Service (NFS) was included in the "Fresh Ideas In Action" series by the West Virginia Food & Farm Coalition and Beauty Mountain Studios in 2012. The video highlighted the medical center's effort to incorporate local food items into patient meals.



"Having good food, having good nutrition, is key to prevention," said NFS Chief Barbara Hartman. Going local is not only healthier, but more cost efficient. Within the first year, the NFS kitchen waste reduction program saved

\$40,000, which later financed special menus for holidays and events.



Patient and staff taste panels have shown that meals featuring locally grown food taste better. "Veterans compare us to other VAs they've eaten at and they say we have the best food," said food service worker Mackey Bonner. "Matter of fact, a lot of them want to transfer their treatment due to the food we serve."

The success of the NFS green initiative is due in part to the support of staff. "They enjoy knowing they are doing

something for our local economy," said Hartman. "They enjoy knowing they are supporting our local farmers and that we're helping to save resources for our children and grandchildren."



Nutrition and Food Service employee Mackey Bonner prepares fresh lettuce for the patient salad bar.



A New Look

The Martinsburg VA Medical Center has given its campus a face-lift. The water tower has been painted a pale blue with the Department of Veterans Affairs logo on the all sides. A new bright blue and white sign with the VA logo has been placed on the front of the main building. In the parking lot, we have placed signs to help people locate their vehicles quicker.



Palliative Care

By Lauren Winebrenner

2012 was a banner year for the Martinsburg VA Medical Center Hospice and Palliative Care team. With successful events and the receiving of a grant, they were able to grow their unit and increase the comfort of a home atmosphere for our Veterans as they move towards the end of life.



In June 2012, the Martinsburg VA Medical Center was one of the 23 VA Medical Centers nationwide to receive a \$30,000 grant for their program. This was a great honor for the Hospice and Palliative Care Program, and for the medical center. They used the grant money to support the mission of making Veterans feel at home by purchasing books for the family room, service flags for the Final Salute, informational pamphlets, and to provide training on grieving for non-clinical staff.

This past November, the Hospice and Palliative Care team held an event that honors

families and Veterans, as well as promote partnerships in the community called Hospice Open House. This was the sixth time that the team has held this event, and it was attended by about 600 people. It was a successful event that provided an opportunity for Veterans and community members to learn about hospice care and meet the hospice partners who serve our Veterans.

Sometimes Veterans have certain needs or



challenges as they near the end of life, and this event establishes a partnership so that other nurses from Hospice organizations in the community can be trained to meet Veteran-specific needs.

The Martinsburg VA wants to thank our staff and the participating Hospices for another outstanding Hospice Open House. In the Spring of 2013, the Hospice and Palliative Care unit will expand even more with the opening of a new wing in the Community Living Center, with 16 beds dedicated to palliative care and hospice patients.



Nursing Excellence

By Jason Dominguez

The West Virginia Center for Nursing recognized five Martinsburg VA Medical Center (VAMC) staff members with the 2012 “Celebrating Nursing Excellence” award in October at the Grande Pointe Convention Center in Parkersburg, W.Va.

The five Martinsburg VAMC nursing staff members who received awards were:

Carmen Rodriguez-Munyan
Beverly Van Metre
Aggie Llewellyn
John Goldizen
Melvinia Dunn

Carmen Rodriguez-Munyan, hospice/palliative care case manager, knew she wanted to pursue a career in nursing since she was a child. “My father said he wanted me to be a nurse, so I could take care of him when he got old,” she said.

Rodriguez-Munyan has worked at the Martinsburg VAMC since 2008 and said her real joy comes from working with Veterans. “It is definitely an honor and a privilege to be acknowledged for something that comes so naturally,” she said. “I have so much more to accomplish for our Veterans, and I’m not done yet.”

With a 37-year career at the medical center and more than 44 years of nursing experience, Beverly Van Metre, clinical programs coordinator for HIV and hepatitis C, has received numerous Veterans Health Administration (VHA) awards, written many medical articles for various publications and was instrumental in creating the Drive-Thru Flu Clinic. Van Metre said her passion for helping

Veterans began when she was a young girl. “I am honored to accept this award and find the recognition of my work caring for our Veterans very gratifying,” she said.

“My grandfather was a medic in the U.S. Army during World War I and told me stories of caring for his fellow Soldiers during the Spanish influenza epidemic of 1918,” Van Metre said. “One of my favorite projects at the Martinsburg VAMC has been creating the Drive-Thru Flu Clinic to improve Veterans’ access to seasonal influenza vaccinations.”



Aggie Llewellyn, chief of education learning resources (ELR), began her nursing career in 1977 and has worked at the medical center for more than 25 years. The ELR is one of the invaluable services at the medical center that provides training and education resources to staff members. She is a member of several national VA committees that direct education efforts.

Llewellyn was thrilled when she heard the news of her accolade. “I am honored by this nomination from the Martinsburg VAMC leadership,” she said. “This award represents the value our department contributes to employee learning and development supporting our goal of creating a culture of learning, to improve performance.”

With a 25-year nursing career at the medical center, John Goldizen, associate chief nurse of ambulatory care, knows a thing or two about creating a culture of learning. Goldizen actively advocates and promotes the hiring of nurse practitioners to ensure Veterans receive quality, therapeutic and wellness interventions. A West Virginia native, he began his nursing career in 1976 when he discovered his passion for working with patients while working as an orderly.

“While in college working on my undergraduate degree, I switched majors from music to nursing,” he said. “It’s a privilege to be selected from the many other nominations and to represent this facility and the state as a licensed nurse.”

Melvinia Dunn, nursing service section chief of acute care, began her new career in 1980 and has worked at the medical center for 13 years. Throughout her career, Dunn has won numerous awards, mentored nursing students and staff and

volunteered at the Women Veterans Health program.

While pursuing her undergraduate degree and considering career options, Dunn was inspired by family members to begin a career in the medical field. “I always had affinity for nursing,” she said. “It does feel nice to be acknowledged, but giving Veterans the best care I can is just what I do.”



HEROES SERVING HEROES

EDUCATION/MEETINGS

Hepatitis C Group Library, Room 2B-150

Every 1st Monday, 9 to 11 a.m., OR
Every 2nd Monday, 1 to 3 p.m.

MOVE! , Weight Loss and Exercise Library, Room 2B-150

Every Tuesday, 9 a.m.
Every Wednesday, 1 p.m.

Diabetes Group Room 2A-122C

Every 1st Wednesday, 9 a.m.

Visually Impaired Support (VIST) Library, Room 2B-150

Every 2nd Thursday, 10:30 a.m.

Tobacco Cessation Library, Room 2B-150

Every 2nd Friday, 2 p.m., OR
Every 4th Friday, 10 a.m.

Living with Chronic Pain Library, Room 2B-150

Every Tuesday, 1 to 2:30 p.m.

Pain Management Orientation Room 1B-114

Every 1st Friday at 9:00 a.m.
Every 3rd Friday at 9:00 a.m.

New Patient Orientation Room 1B-114

Offered Quarterly – January, April, July, October

Women's Advisory Meeting Room 1A-158

4th Thursday of every month.

For more information, call 304-263-0811, ext. 2334

CONTACT

Martinsburg VA Medical Center

510 Butler Ave., Martinsburg, WV 25405
304-263-0811 or 800-817-3807

Medical Advice Line

304-262-4855

Patient Eligibility

Mon - Fri, 8 a.m. - 4:30 p.m.
304-263-0811, ext. 3758/3757

Automated Prescription Refill

304-263-0811, ext. 4870

Outpatient Clinics

Cumberland, MD	866-712-8084
Hagerstown, MD	866-399-0117
Fort Detrick, MD	301-624-1200
Harrisonburg, VA	540-442-1773
Stephens City, VA	866-463-8532
Franklin, WV	304-358-2355
Petersburg, WV	304-257-5817

Vet Center

Martinsburg, WV 304-263-6776

Veterans Benefits Admin.

800-827-1000

Privacy



Do you know the best way to protect your privacy? The Martinsburg VA Medical Center and West Virginia Attorney General's office work together to protect your privacy. Identity theft can be catastrophic. Learn how to protect your privacy by contacting our privacy officer, Rita Grewal at (304) 263-0811, ext. 3024

Important Martinsburg VA Medical Center Phone Numbers

Our phone options have changed to better serve you.

Martinsburg VA Medical Center

304-263-0811 or 800-817-3807

Press:

- 1** for the Medical Advice Line.
- 2** for the pharmacy automated prescription refill line.
- 3** for appointment scheduling and cancellations.
- 4** for VA Health Benefit Information
- 5** for a Patient Experience Coordinator/Patient Advocate
- 6** for Other Medical Services
- 0** for Operator and Inpatient Information

Emergency Numbers:

Veterans Crisis Line: 800-273-8255 (press 1)

24 Hour Nurse: 800-817-3807

VA Benefits Information & Assistance

800-827-1000



The image is a promotional graphic for the Martinsburg VA Medical Center. On the left, there is a logo featuring a red eagle with blue stars above it, with the text "MARTINSBURG VAMC" and "Heroes Serving Heroes" below. To the right of the logo is a photograph of a smiling family: a man in a military uniform, a woman, and a young girl. Below the logo and photo, there is a section titled "My Health, My Care: 24/7 online Access to VA" with a list of benefits: "Take charge of your health", "Refill VA prescriptions online", "Avoid duplicate tests and procedures", "Move more easily from doctor to doctor", "Improve the efficiency and safety of your health care", and "Get personalized VA appointment* & wellness reminders". At the bottom of this section, it says "LOG ON. SIGN UP. TODAY!" and "www.myhealth.va.gov". The entire graphic is set against a background with a stylized American flag at the top.

MARTINSBURG VAMC
Heroes Serving Heroes

My Health, My Care: 24/7 online Access to VA

- Take charge of your health
- Refill VA prescriptions online
- Avoid duplicate tests and procedures
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LOG ON. SIGN UP. TODAY!
www.myhealth.va.gov

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